



HGIEL
We Make People Move...

Version 1.0

Grievance Redressal Procedure



Document Owner:

CHAIR - GRC

H. G. INFRA ENGINEERING LIMITED



	H. G. Infra Engineering Limited		
	Document No.	Version No.	Date:
	HGIEL/GRP/03/22	1.0	01.01.2023
	Grievance Redressal Procedure		

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1. INTRODUCTON

Grievance Redressal Procedure will act as guideline for handling and redressing the complaints/ grievances raised by the internal and external stakeholders (which includes investors, lenders, clients/users/commuters, workers, employees, community/ society, vendors, suppliers or any third-party agency) in a time bound manner in compliance with the Directions issued by the Regulators.

The Grievance Redressal Procedure will also deal with the issue relating to services provided by the outsourced agencies engaged by H.G. Infra Engineering Limited (“Company” or “HGIEL”).

2. OBJECTIVE

We are committed to providing a conducive workplace where all grievances are dealt fairly. In view of the above, the objectives of the procedure are to:

- Provide an effective grievance redressal mechanism for all the external and internal stakeholders
- Promote a culture of fairness and trust among the stakeholders

3. SCOPE

This procedure applies to all the stakeholders identified by the company as per the stakeholder engagement plan.

4. DEFINITIONS OF GRIEVANCES

Grievances includes any communication that expresses dissatisfaction, in respect of the organization’s code of conduct or policy or deficiency of service and in seeking a remedial action but do not include the following—

- complaints which are not specific in nature
- communications in offering suggestions and seeking guidance or explanation


5. HOW TO RAISE CONCERNS OR REPORT GRIEVANCES

— **Complaint registers or suggestion box**

The stakeholders can lodge a complaint through complaint register at each project site/office. Complaints can be lodged anonymously through suggestion box at each project site/office.

— **Letter**

The stakeholders also have an option of writing a letter addressing to the Grievance Redressal Officer as given below:

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Letter addressed to	Grievance Redressal Officer H. G. Infra Engineering Limited Address: Head Office III Floor, Sheel Mohar Plaza, A-1, Tilak Marg, C-Scheme, Jaipur - 302001 Rajasthan
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— **Email**

The stakeholders can also submit their grievances at: grievance@hginfra.com

6. GRIEVANCE REDRESSAL COMMITTEE

A Grievance Redressal Committee (GRC) shall be constituted to deal with grievances of the stakeholders. The Committee shall consist of at least three persons. While appointing members to the committee, representation of different functions shall be considered. (Annexure 1)

6.1 Roles and Responsibilities

The Grievance Redressal Committee will be responsible to:

- Ensure that the proper investigation has been carried out on the grievance raised
- Ensure effective resolution of the grievance raised
- Ensure that appropriate preventive and corrective measures have been taken and communicated to the concerned stakeholders
- Ensure the effective implementation of the entire grievance redressal procedure.

7. REPORTING AND REDRESSAL PROCEDURE

7.1 Reporting Grievances

Grievances shall be reported formally to the Grievance Redressal Officer (GRO) through aforementioned modes of raising concerns/ reporting grievance. GRO will be in charge of all the grievances. The grievance will be forwarded by GRO to the concerned function for resolution and will be duly tracked in format given under Annexure 2.

7.2 Acknowledgement of Grievances

The GRO will acknowledge the grievance and refer the same to the concerned function within a period of fifteen working days. In case of conflict between parties (the griever and concerned function), grievance will be further investigated by the GRC.

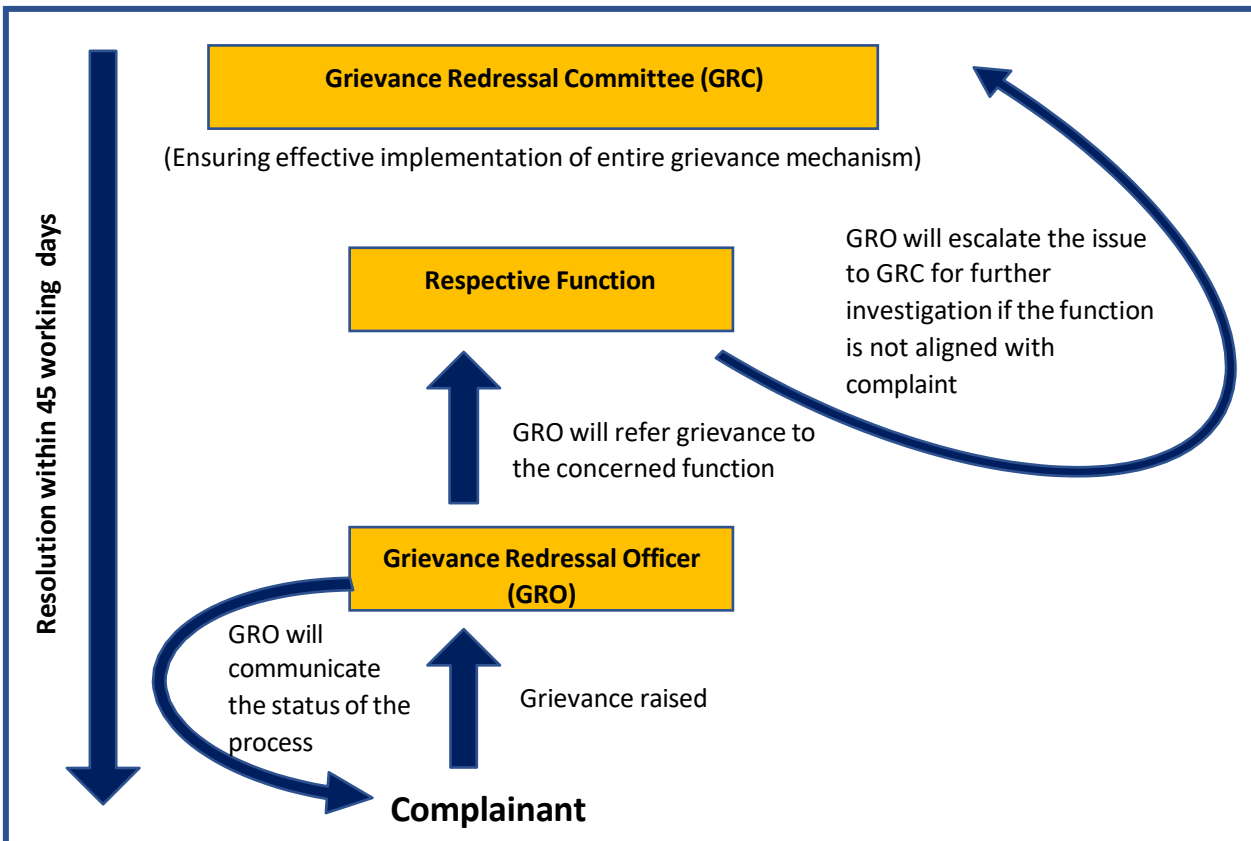
7.3 Investigation of Grievances

The GRC will be responsible to assess the grievances and investigate the situation in case of conflict with the resolution provided. Based on the investigation and feedback, the GRC will take appropriate measures within fifteen working days.

7.4 Follow-up and Closeout

The GRO/Concerned function will contact the stakeholder who lodged grievance with a resolution. The GRO/ Concerned function will verify the outcome and gather feedback on the grievance process from the stakeholders. However, in absence of acknowledgement from the stakeholders, grievance will be considered as resolved. The entire process of grievance redressal will be completed within 45 working days.

Please refer to the flow chart give below:




8. ACCESSIBILITY/COMMUNICATION

Different mechanism is adopted for different stakeholder group. External stakeholder are communicated through web portal, stakeholder meet/engagement, registration etc. whereas internal stakeholder is communicated during onboarding process. Grievance redressal procedure is available at the company's web portal:

<https://www.hginfra.com/investors-relation.html#btn-policy>

9. RECORDS

All records, including grievance tracker, investigation reports, interviews with stakeholders and minutes of meetings shall be securely filed and confidentiality must be maintained for all parties involved in grievance redressal process.

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10. REVIEW MECHANISM

This procedure is to be reviewed by the GRC periodically. In case of change/amendment in the applicable regulatory provisions, the applicable regulatory provisions as in force, will prevail over this procedure.

11. CONTACT INFORMATION

If you have any questions or concerns about this procedure, please contact:

CHAIR - GRC

H.G. Infra Engineering Limited

Corporate Office, III Floor, Sheel Mohar Plaza, A-1, Tilak Marg, C-Scheme, Jaipur, Rajasthan - 302001

Board: +91-141-4106 040 / 41

Fax: +91-141 - 4106 044

Mail: grievance@hginfra.com


Sd/-

Chairman's Signature

Authorized Signatory

H. G. Infra Engineering Limited

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Annexure 1

GRIEVANCE REDRESSAL COMMITTEE		
Sr. No.	Name of Member	Designation
1.	Mr. Arvind Khandelwal	Chairman
2.	Mr. ChandraPal Mehta	Member
3.	Mr. Satish Kumar Sharma	Member

Annexure 2

GRIEVANCE TRACKER											
Sr. No.	Date	Name	Contact No.	Stakeholder group	Mode of grievance	Grievance	Concerned Function	Status Resolved (Y/N)	Final Resolution	Date of Resolution	Remarks/Status